

Virtual Meetup CLC: PREPARING STAFF FOR REOPENING

Thursday, MAY 7, 2020

VIA Zoom

Hosts: Jennifer Keohane, Julie Yulo-Medieros

SUBJECTS:

- CHILDREN
- COMMUNITY PARTNERS
- COPING/WELLNESS
- DIGITAL MATERIAL
 - E-BOOKS & AUDIOBOOKS
- HOMELESS POPULATION
- LIBRARY CARDS
- PPE
- REOPENING
- SAFETY
- SCHOOLS
- WORKING REMOTELY

CLC update

- Over 100 people registered for this meeting
- Safe and prepared staff will make it possible to serve the public
- CLC meetings model how to manage large zoom meetings

What is your biggest concern re: reopening and keeping staff safe?

- Patrons not complying
- Asymptomatic people
- Enough PPE?
- Social distancing
 - Building limitations
 - Small space
 - Enforcement
 - Library as gathering place
 - Homeless population
- Stress from PPE use
- Contaminated materials
- Staff issues
 - Some not returning

- High risk population/exposure
- No childcare/Need to be home with children

Managing PPE use

- Easier to stop people BEFORE they enter building
- Staff the door as a greeter
- Hand out masks before they enter building
- Some stores have a table at entrance with hand sani and people counter
- Visible town leaders can set expectations for safety behavior

Does your library have a reopening plan?

- In progress
 - Task force/subcommittee
- Consortium will create a plan (ie. LION)
- Multi-phase plan
- Flexible plan that can change as protocols change

What are the first phases at your library?

- Staff prep
- Pre-opening
 - Slow start
- Staggered scheduling
- Re-start deliveries and mail
- Curbside pickup
- Home delivery
- Something at the library is better than nothing
 - Library services are not limited to the physical building
 - Glass half full
 - Celebrate what we ARE able to do
- “Semi-open”
 - Limited amount of people in the building
 - Time limit
- There will be a max. of 3 staff in the building at a time. Our circ. desk is not big enough for 2 people to safely social distance. So 1 person will be in work area/office and 1 at circ. desk. Public will not yet be allowed in.

What do you need in order to make a plan?

- Learn about COVID employment laws
- Be brave!
- Network with other libraries/staff
- Be aware and involved in your town's decision making
- Talk to town emergency management director
- Collaborate with town agencies regarding homeless patrons, etc.
- Changing the mindset of patrons who expect to hang out/shelter at the library
 - No newspapers
 - No puzzles
 - No toys
- Even experts do not know too far down the road
 - Be flexible
 - relax
- Coordinate among libraries to avoid crowding and confusion
- Sample plans to pick and choose from
 - CT State Library has a libguide about reopening
 - DLD website
 - Torrington Library's plan
 - Fort Worth Library re-open plan
 - Accounts for reverting one phase back
- Time--not rushing to open
 - Start with one stage at a time
 - Dealing with whoever is making the actual decision to reopen
 - 12-18 months phased opening

Most important components of the plan

- Staff comes in in advance to clean and prep
- Remove furniture to discourage lingering
- Staff Safety
 - Older staff members=vulnerable population
 - PPE
 - Taking it slowly
 - Testing of staff?
 - as of right now we get our temps checked every day by town hall
 - testing is key. It's the only way to know since symptoms are so varied

Reopening Children's Rooms

- Not feasible for kids to wear masks
 - Under 2 they CANNOT wear masks

- grab bags for children. Could this be done? The parent asks for x number of books from the picture book collection and the staff randomly selects them with a variety of authors.
- Collaborate with schools

Communicate to the public

- In small chunks/phases
- Positive tone
- Help get the message out with humor and kindness
- convey that the initial opening phase will be a kind of Express Use” only

What training will staff need?

- Keep communicating with staff
 - At home hours vs. at work hours
 - How will staff meetings work?
 - Weekly staff Zoom meetings
- How to use PPE properly
 - Have public health nurse give training to staff
- How to respond if exposed to coronavirus
- Temperature taking
- Handling materials
- Policy/Script for **patron interaction** regarding each phase
 - Take examples from other businesses
 - Trader Joes
 - Costco
 - Assertiveness
 - Managing expectations
 - Changing mindset
 - Talk with town’s HR director to get some advice.
- Embrace brand new/online patrons who have nothing else to compare it to
- More need for reader advisory & other hands-on service
 - From Kate Byroade--Cragin Library/Colchester: People are loving the stuff we’re picking out for them for our deliveries!
- New workflows
 - Keeping distance
- Being welcoming despite distancing

What are your COVID-19 Silver Linings?

- Animals are being adopted, emptying shelters
- Less pollution
- closer collaboration with our town and schools
- huge explosion in our use of Overdrive and ebooks.

- Schools are using more public library digital materials
 - issued over 300 new cards for kids and teachers!
- Comfy clothes for work
- Strengthening relationships
 - Sharing recipes
 - Sharing ourselves
 - Learning from each other
 - reassurance
 - Seeing everyone's homes
 - Getting ideas for decor
- Learning and showcasing new skills
- lots of staff development
 - Learning new tech

Next topics

- **Preparing to open the building**
- **Materials handling**
- **There will be material sent out to read in advance**

Links to resources mentioned in this meeting:

IMLS has just commissioned independent research on how long COVID 19 lives on library materials.
<https://www.libraryjournal.com/?detailStory=imls-research-partnership-to-address-safety-guidelines-for-library-museum-materials>

Fort Worth Library

<http://fortworthtexas.gov/Library/>

The Connecticut State Library has published a great staged plan

<http://libguides.ctstatelibrary.org/dld/COVID-19>

Torrington Library Reopening Plan

https://cdn.ymaws.com/www.ctlibrarians.org/resource/resmgr/covid19/reopening_plan_torrington_li.pdf

Hong Kong Public Libraries' partial reopening

https://www.hkpl.gov.hk/en/library-notices/re-openingofvenues_s3bmvbuf4uemg9h4l0kdh9vhut.html